



CRV Chronicles



California Department of Conservation

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The Division of Recycling Launches a New Communication Tool

Welcome to the first edition of the Division of Recycling's new publication for certified and registered operators of recycling businesses. The CRV Chronicles will feature any changes to the California beverage container recycling program and the latest news on upcoming Division projects that will have an impact on your business.

We look forward to using this new communication tool to share information about upcoming events, services we offer, and other items of interest. Our intention is to incorporate your feedback and suggestions to make this newsletter a valuable resource you will want to use.

With that, we are pleased to launch the first issue of the CRV Chronicles newsletter. This edition contains information about upcoming recycling center workshops, the CRV increase, changes to the Certification Services Branch to better serve you, and much more. Just a few of the topics that will be covered in future issues include funding opportunities, the Division of Recycling's Integrated Information System (DORIIS), and our comprehensive recycling community.

So, please take a moment and read through this issue of the CRV Chronicles, then sharpen your pencils, or stretch those keyboard fingers, and send in your feedback, questions, and suggestions for future articles to the editor at:

CRV Chronicles/Certification Section Department of Conservation Division of Recycling

801 K Street, MS 15-59
Sacramento, CA 95814

or via e-mail

CRVChronicles@conservation.ca.gov

If you would like to receive this newsletter electronically, please send an e-mail with the subject "Subscribe CRV Chronicles" to:
CRVChronicles@Conservation.ca.gov

Upcoming Recycling Center Workshops

You are cordially invited to attend our recycling center workshops! The workshops offer a chance to gain new knowledge or brush up on information you need to know to operate a recycling center.

The Division is currently planning three workshops to be presented in May 2007 (**Sacramento**), September 2007 (**Los Angeles Area**) and January 2008 (**San Diego area**). The Los Angeles and San Diego workshop details will be released at a later date (watch future CRV Chronicles issues for more information as it becomes available).

Workshop Information

- The workshop will focus on customer service, operations, recordkeeping, and reporting requirements.
- There will be two identical sessions per day.
- Each session will run about three hours.



- The workshop is interactive.
- The workshop is open to any certified recycling center operator and his/her employees.

Sacramento workshop details:

Date:	May 17, 2007
Session Times:	1:00 p.m. or 6:00 p.m.
Location Address:	Radisson Hotel — 500 Leisure Lane Sacramento, CA 95815 916.920.2020

In order to guarantee a seat, please complete the registration form on our webpage at <http://www.consrv.ca.gov/DOR/crcp/recyclers/rtw.htm> or contact Carmen Sawyer at (916) 445-8292. **Please be sure to do so by May 4!**



Consumer CRV Increase

With passage of AB 3056, CRV paid to consumers and recyclers increased from 4¢ to 5¢ for beverage containers under 24 oz. and from 8¢ to 10¢ for beverage containers 24 oz. and greater. The increase is designed to encourage greater public participation in recycling.

With the boost in CRV paid to consumers and recyclers effective January 1, recyclers are seeing increases in beverage containers recycled. In fact, when Division staff spoke with a recycling center operator in Northern California, he said that he is seeing increases as much as 15% over the same period last year. In Southern California, recyclers are saying their volume is up over last year and they haven't

experienced the normal decline that goes along with colder weather.

While the CRV paid to consumers by recyclers increased, consumers continue to pay 4¢ for small containers and 8¢ for large containers through June 30, 2007. Consumers will begin to pay 5¢ for small beverage containers and 10¢ for large containers that they purchase in California on July 1, 2007.

Recycling centers may receive more requests to pay by count as well as an increase in complaints from consumers regarding the difference in the amount they receive when paid by weight as opposed to by container. While we are exploring options to remedy this, we do recommend that recycling centers honor requests to pay by count over the required 50 per material type, whenever possible. It makes

consumers feel valued, and happy customers are repeat customers.

As warmer weather approaches, and Californians are drinking more beverages, we expect the increased CRV will also increase the recycling rate. This may mean recycling centers are busier than ever. When asked, one recycler said, "We can't wait for summer!"

Payment by Count Reminder

The consumer has the right to be paid per container when bringing in 50 (fifty) containers or fewer of each material type (aluminum, plastic, glass, and bimetal) in a single load. Recycling centers, at their discretion, may redeem more than 50 containers per material by count.



**NEW
RECYCLING
REFUNDS
ARE 5¢ & 10¢**

bottlesandcans.com

Getting to Know You: The Curbside Section

If you haven't had the opportunity to meet the staff members of our Curbside Section, it is likely you will soon. The Curbside Section is tasked with registering curbside programs, issuing the annual curbside supplemental payment, reviewing and approving alternative methodologies, and conducting curbside limited reviews.

If you would like to reduce your workload, the Curbside Section might be able to help. Currently, 98% of the processors and recycling centers that buy curbside materials have an approved alternative method of preparing shipping reports (DR-6s) on file with the Division. If you are among the 2% that doesn't already have an approved alternative method, the Curbside Section might be able to provide you with a tool so you do not have to complete a DR-6 for every material type in each curbside load delivered to your facility. If you'd like to learn more about alternative methodologies, please contact **Bill Castillo** at **(916) 323-2271**.

Curbside Section staff look forward to meeting many program participants when conducting limited reviews of the processors and recycling centers that purchase curbside materials. It is an opportunity for us to review paperwork and provide training and technical assistance, as well as make sure you understand what is required to be in compliance when buying material from curbside programs.

The Curbside Section is also excited about a new manual being produced for curbside operators. This new publication will cover how to complete a curbside registration application, the best practices of curbside programs, how to sell material, alternative methodologies, waste characterization and much more. When it is completed, we will offer it to existing and new operators alike. Please stay tuned to the CRV Chronicles for the release date!

Finally, in preparing for the annual curbside supplemental payment, Curbside Section staff

will contact curbside operators and neighborhood dropoff programs that did not show any volume for the 2006 calendar year. It is imperative that you return our calls, and keep all your communications with the Division current so you receive a curbside supplemental payment if you are entitled to one. Those curbside programs that have not reported any CRV volumes for the calendar year 2006 will be excluded from receiving any curbside supplemental payment.

Public Resources Code Section 14549.6(a) authorizes the Division to allocate a total of \$15 million for annual payments to registered curbside operators and neighborhood dropoff programs. This supplemental payment is based on the volume of beverage containers collected from January 1- December 31. The next supplemental payments will cover the 2006 calendar year and the checks will be issued in December 2007.

In years past, the smallest check issued was about \$10, while the average payment was roughly \$28,000. However, the largest disbursement was just over \$1,000,000!

To learn more about what the Curbside Section can do for you, please call **(916) 323-3008**.

Remember, to be eligible for the 2006 curbside supplemental payment:

- *You must have a curbside registration number during 2006.*
- *The processor or recycling center you sold the CRV material to must have reported it using your curbside registration number.*
- *Your curbside program must accept all types of beverage containers.*
- *Keep accurate records (such as weight tickets, copies of shipping reports, etc.) of the material collected.*

Are You Sure You Want to Certify There?

Did you know you can call the Certification Section to find out if there is a history of non-compliance at the location you are considering, before you send in your certification application, or even sign your lease?

When you send in an application for a recycling center or processing facility, we review the five-year compliance history for the location where you are applying. If it has an unsatisfactory history, we may be required to deny your application.

Applicants must often make an initial deposit when signing a lease. You may want to consider having a contingency clause that releases you from the contract in case your application is not approved.

Each application will be considered on its own merits, and we cannot predict if it will be approved prior to completing the review process (even if there is no history at the location). However, by reviewing the compliance history of the address, applicants can choose a site with the best potential for approval.

You can contact your certification specialist directly, or you may call **(916) 324-8598**.

New Contact for Authorizations to Cancel

If you would like to authorize a recycling center or processor to cancel materials, please note that the Division's contact has changed. You can contact Lee Beatty at (916) 324-0776 or via e-mail at lee.beatty@conservation.ca.gov. If you would like to mail or fax a request, please send it to:

Lee Beatty
Department of Conservation
Division of Recycling
801 K Street, MS 15-52
Sacramento, CA 95814
FAX: **(916) 324-5074**





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Customer Service Corner
Focus on Cleanliness

Many local governments receive complaints from residents about recycling centers. The most common complaint is that recycling centers are too “dirty.” It is important for recycling center operators to be good business partners and keep facilities clean. Clean facilities are more likely to have customers who feel safe and are happy to return, increasing your profit!

Some of the most effective tips from successful recyclers are:

- Pick up debris and sweep your facility every day (you may need to do this more than once a day).
- Provide a trash can for your customers so they don’t litter at your center.
- Wipe down surfaces where employees assist customers so that counters and tables are free of unsightly grime.
- Do things that spruce up your location. For example, flowers in pots (if you don’t have water, or time to maintain live flowers, artificial flowers are a nice, colorful alternative).
- Offer hand sanitizers and wet towlettes to customers.
- Consider the appearance of your staff – well-groomed employees, clean uniforms, and

Recycling Center Inspection Statistics

Inspectors visit recycling centers to make sure you are in compliance with the recycling program requirements. Division staff behave as any other customer; in fact, the only time Division staff identify themselves is if a recycling center has committed a purchasing violation. Staff work hard to visit every operational recycling center at least once a year. As a regular feature of the CRV Chronicles, we will provide statistics for the latest three months’ visits.

When inspectors first find an infraction, they issue a Notice of NonCompliance (**NONC**). A Notice of Violation (**NOV**) is issued for repeat violations. Inspectors will keep visiting a location until compliance is met.

January 1, 2007 – March 31, 2007

Visits Completed	Sites Found to be in Compliance	Notices of NonCompliance	Notices of Violations Issued
578	370 (64%)	155 (27%)	53 (9%)

The most common infractions found during this time period were:

- 48% of the NONCs/NOVs issued were for recycling centers paying CRV on ineligible materials (*namely scrap material*)
- 21% of the NONCs/NOVs issued were for recycling centers not accepting CRV eligible material

For those of you that were in compliance...Congratulations and keep up the good work!

even name tags go a long way toward the overall look and feel of your site.

In addition to meeting the health and safety requirements of local ordinances, by

implementing one, or all, of these tips, you and your center could become a good neighbor and a place your customers look forward to doing business!